



COSELEY MEDICAL CENTRE

Caring for our patients for over 100 years

PRACTICE LEAFLET

32-34 Avenue Road
Coseley
WV14 9DJ

Telephone: 01902- 882070

Website: - www.coseleymedicalcentre.nhs.uk

Help us to help you by keeping your appointment

Mission Statement

Serving the community; with the resources available to achieve the greatest possible improvement to the physical and mental health of the practice population by:

- Promoting health
- Preventing ill health
- Diagnosing and treating disease
- Caring for those with long-term illness and disability who require the services of the practice
- Working to advance patient care.
- Promoting Safeguarding Policies to protect Vulnerable Adults and children.

To provide a working environment in which all members of the Primary Care Health Team are encouraged to achieve maximum potential, in order to provide high quality healthcare.

Coseley Medical Centre
We are a Dementia Friends Practice

Dr. S.Paramanathan, and Dr. A Paramanathan form the Partnership known as **Coseley Medical Centre**. The Partnership is not a limited partnership.

How to register with the Practice

If you wish to register with the practice you will need to complete a new registration form for each member of your family.

This form is available from the reception desk. Once completed all the forms should be returned to the practice.

All patients will have a named GP; however you may see any doctor within the practice. You may see the doctor of your choice when booking appointments.

The practice has full disabled access.

Once accepted you will need to make a new patient check appointment with our practice nurse or healthcare assistant. Please bring with you a urine sample and any medication that you may be currently taking.

New patients only; if you are taking any repeat medication you will need to see the doctor before any repeats can be issued. **Please do not let your medication finish before requesting an appointment with the doctor.**

The practice catchment area: within the following postcodes: - WV4 6SG; DY3 1LE; DY1 3TZ; DY1 4EY; DY4 9EB; WV14 8UP; WV14 8RE.

CARERS

The practice has a carer's register to record all patients. The definition of a carer is:

- Any person who has accepted the main responsibility for providing care to someone close to him or her throughout illness, disability or fragility is unable to manage at home and therefore requires frequent or constant assistance.
- A carer is not employed to provide care, but may be in receipt of statutory benefits for fulfilling caring tasks. They will be identified by the person for whom they are caring for as the primary carer.

PLEASE NOTE: There is also a designated area in reception for carers to access relevant support, advice and useful contact numbers.

Patient Participation Group

Why not join our Patient Participation Group, we meet to discuss issues raised by the patients of the practice. If you are interested please contact the reception staff.

Violent and abusive behaviour

When a patient:-

- Is physically violent or threatening towards a doctor, practice staff or patient on the practice premises.
- Causes physical damage to the practice premises or other patient's property.
- Gives verbal abuse or makes threats towards the doctor, practice staff or other patient's.
- Gives racist abuse, orally or physically.
- Is violent or uses or condones threatening behavior to doctors or other members of the primary health care team while visiting the patient's home. Such behavior may involve the patient, a relative, a household member, or pets such as an unchained dog.

Any incident involving violence and abusive behavior will be reported to the Practice Manager, who will complete an incident report and bring it to the attention of the partnership.

Each individual case will be discussed at Practice Meeting and a majority agreement will be reached.

Following an agreement, the practice manager will write to the patient and explain the reason for the removal.

The exception to this is if the patient has to be reported to the police for violent behaviour towards any member of the practice staff when she/he may be immediately removed.

How to register with a new Practice

To register with a new practice you can find information on the NHS choices website, (www.nhs.uk) for a GP practice near to where you live. You will need to ring or visit the surgery of your choice from the list provided and complete a new registration form.

Surgery opening hours

Monday	8am -6.30pm
Tuesday	8am -6.30pm
Wednesday	8am -6.30pm
Thursday	8am -6.30pm
Friday	8am- 6.30pm
Saturday	9-1pm

Extended Opening

In the Sedgley, Gornal and Coseley locality area practices are working in partnership to provide additional GP appointments.

This service will be offered on a rotational basis at the practices listed below.

Home visits

If you require a home visit please telephone the surgery before 10am.

Please tell the receptionist what is wrong, this helps the doctor to see the most urgent cases first and plan the calls efficiently.

Emergencies

If you need a doctor in an emergency and the surgery is closed.

Monday – Friday 6.30pm – 8am

BANK HOLIDAYS

ALL DAY SATURDAY AND SUNDAY PLEASE CALL

Free phone NHS 111

(Dial 111 only from any phone) this is a free national telephone advice line where a team of qualified staff can talk to you over the phone. Available 24 hours a day.

<p>You can dial 111 when you need medical help fast but it is not a 999 emergency.</p>
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The nearest Urgent Care center is at Russell's Hall Hospital and is open 24/7 every day.

No appointment is necessary

- Treatment and advice for minor illness or injury.
- Minor infections and rashes
- Coughs, cold and flu symptoms

MED 3 notes (FIT note)

The doctors will only give MED 3 notes which are Fit notes (sick notes) if you have been seen by the doctor. You cannot request this Medical certificate by telephone unless you are on the palliative care list.

REPEAT PRESCRIPTIONS

If you need regular prescriptions the doctor does not need to see you every month, then your prescription requirements will be dealt with by our repeat prescription system.

You can use the NHS APP

Register for on line services

Order via the chemist or bring your slip into the surgery.

Why not register for on line access to order your repeat medication – and book appointments ask the reception staff for details

Surgery protocol is as follows.

- If you have been prescribed regular oral contraceptives you will be required to have your blood pressure checked every six months.
- **Please do not request prescriptions for ANTIBIOTICS,**
- **Please give 48 hours' notice (two working days excluding weekends and bank holidays). An example of the time factor is:-a request handed in before 1pm on Monday will be available Wednesday after 1pm.**
- The practice offers Electronic prescribing Service if you have a nominated Pharmacy. Your script will be sent to your Pharmacy of choice electronically saving you time.

Prescriptions have to be prepared in advance and signed by the doctor before being issued. If you ask for an item, which is not on your records, your request may be refused until you have seen the doctor.

ADVANCED NURSE PRACTITIONER

We have one, Advanced Nurse Practitioner at the Practice. Advanced Nurse Practitioners are all trained specialist nurses who have undertaken additional education in order to provide advanced nursing care and prescribe.

Advanced Nurse Practitioners can provide treatment and advice for many problems for which you may have seen a doctor for in the past. Their main areas of expertise are in the management of common illnesses and long term conditions.

PRACTICE NURSE and HEALTHCARE ASSISTANT

Our two Practice Nurses and Health Care Assistant are available for consultation during morning and evening surgery they can help with immunisations; wound dressings; cervical cytology; and health screening checks e.g. blood pressures and advice on lifestyle and diet and Chronic Disease Management. In order to see the nurse please make an appointment at the reception desk.

RECEPTIONISTS

There are six receptionists who work within the practice. Their job is to ease the flow of consultations of patients with the doctor, so that the doctor can see as many patients in the working day.

Our reception is open from 8am until 6.30pm every weekday. There is no break for lunch as a member of the staff always covers the reception.

Patients can visit or telephone the surgery and speak to one of the team of receptionists at any time during this period.

SERVICES AVAILABLE AT THE PRACTICE

WELL BABY / IMMUNISATION CLINIC

The doctor carries out six week development checks and child surveillance, appointments have to be made.

CHILD IMMUNISATION CLINIC
You will receive an appointment reminder from
child health services
Please attend with the practice nurse.
Thursday

DIABETIC CLINIC:-If you are diabetic you need to attend for blood tests every four months to monitor your diabetes. Our Specialist Diabetic Nurse Jo Dutton will provide your care.

ASTHMA CLINIC:-If you are an asthmatic you should have an annual asthma review with our Healthcare Assistant, Gaynor Jennings. If you feel that your asthma is not well controlled we can refer you to our Advanced Nurse Practitioner Christine Silvers.

HEART DISEASE CLINIC

If you suffer from heart disease you must attend for regular blood tests and an annual review with our Practice Nurse; Jo Downing or Jo Dutton.

HYPERTENSION CLINIC

If you suffer with high blood pressure it is very important that you attend for regular 6 monthly blood pressure checks with our Healthcare Assistant Gaynor Jennings.

EMERGENCY CONTRACEPTION

Any patient contacting the practice for advice will be offered an individual, confidential appointment with a doctor **on the same day. All patients must be seen at the surgery.** No telephone consultations can be offered unless the patient only requires advice and no treatment.

WELL PERSON CHECKS

Patients registered with the practice and aged between 16 and 75 who have not had a consultation or attended a clinic at the surgery for 3 or more years and patients over 75 who have not attended for 1 year or more may request a medical checkup. Please contact reception to arrange this appointment with the Health Care Assistant.

SMOKING CESSATION

We think it is appropriate at such a time of national awareness that an attempt is made to identify the smoking habits of patients in this practice, motivate them to try and stop and encourage children, teenagers and non-smokers not to start.

At Coseley Medical Centre we provide the support to take the first step, ask the reception desk for details about quitting or a self-referral form to Solutions for health.

MINOR SURGERY

We provide in house minor surgery. - For joint injections; skin tag removal etc. you must be seen by one of the clinicians to be referred into this service

NHS HEALTH CHECKS.

If you are over 40 and on no medication please book for a free NHS check. This screening gives you the opportunity to have a blood test and other discussions regarding your health.

ACCESS TO HEALTH RECORDS

Patients have the right to apply for access to their health records. Provided that a written application is made.

Coseley Medical Centre has a policy of openness with regard to health records and health professionals are encouraged to allow patients to access their records on an informal basis. This should be recorded in the health record itself.

For more clarification please ask for a copy of the practice policy on Access to health records.

SHARING OF PATIENT INFORMATION

Whilst it is vital for proper care of individuals that those concerned with that care have ready access to the information that they need, it is also important that this service users and their carers can trust that personal information will be kept confidential and that their privacy is respected. All staff have an obligation to safeguard the confidentiality of personal information.

Although it is neither practicable or necessary to seek an individual's consent each time that information needs to be shared or passed on for a particular purpose, this is contingent on individual having been fully informed of the uses to which information about them may be put. All agencies concerned with the care of the individual should satisfy themselves that this requirement is met.

For more information please ask for a copy of the practice policy on sharing patient information.

Practice Charter

We aim to provide the best possible services to our patients and hope you will feel that we achieve that aim.

The care of your health is a partnership between yourself and the Primary Care Team. The success of that partnership depends on an understanding of each other's needs and co-operation between us.

Our responsibilities to you

- You will be greeted courteously
- You have the right to confidentiality
- You have the right to see your medical records subject to the limitations of the law.
- You will be seen the same day if your problem is urgent
- You will be informed if there is a delay of more than 20 minutes for your appointment.
- You will be given the results of any tests or investigations on request or at your next appointment
- Your repeat medication requests will be ready for collection within 48 hours (two working days excluding weekends and bank holidays)
- Your suggestions and comments about the service will be considered sympathetically and any complaints dealt with quickly.

Your responsibilities to us

- Please treat all surgery staff with the same respect; we are all just doing our job.
- Do not ask for any information about anyone other than yourself.
- Tell us of any change of name and address, so that our records are accurate.

- Only request an urgent appointment if appropriate. Home visits should only be requested if you are really too ill to attend surgery.
- Please cancel your appointment if you are unable to attend
- Please be punctual, but be prepared to wait if your consultation is delayed by an unexpected emergency.
- Please allow sufficient time for your consultant's letters or results of any tests to reach us.
- You will be advised of the usual length to wait.
- Use the tear off slip to request your repeat medication, please attend for reviews, when asked, before your next prescription is due.
- Do let us know whenever you feel we have not met our responsibilities to you.
- We would of course, be pleased to hear when you feel praise is due as well.

Complaints procedure

We are always pleased to receive suggestions for all our services and we like getting compliments as well. We hope that you will never have cause for serious complaint but if you do, we have a complaints procedure aimed at quick resolution of problems. Please initially speak or write to our Practice Manager, Mrs. Bina Tah.

The Doctors and staff at Coseley Medical Centre strive to deliver high quality patient care at all times and in all areas of contact with the patient or patient representative and realistic enough to appreciate that there are times when less than efficient service may be given or instances where the patient is less than happy with the service he has received.

In order to attain and maintain high standards of care, feedback is needed from those to whom the care is delivered; one mechanism is the complaints procedure.

1. As a patient you have the right to complain about any aspect of the service with which you are less than satisfied, and the Practice has produced this complaints procedure to assist you through this.
2. Any complaint you may wish to make can be accepted either in writing or verbal, and should be addressed in either case to the Practice Manager. If you

feel the Doctor is the most appropriate person to approach, you are free to do so.

3. If your complaint is written, you will receive acknowledgement within three working days from receipt.
4. Any complaint you make will be investigated and you will receive a written report from the practice as to the outcomes of the investigations and where appropriate, the steps taken to ensure the situation does not recur.
5. If considered appropriate by all parties you will be invited to attend the surgery to discuss the matter with the Practice Manager.
6. Where other parties are involved, you will be kept informed as to the steps taken to obtain their statements.
7. The Practice will strive to deal with the complaints in a methodical and efficient manner in order to bring an equitable conclusion.

It is sincerely hoped that any complaint you have about the practice can be dealt with by those responsible for ensuring patients care and delivery of services within the practice, but there are times when you may feel this is inappropriate procedure. If you feel you cannot raise your complaint with us or you are dissatisfied with the result of our investigation.

You have the right to make a complaint about any aspect of NHS care, treatment or service, this is written into the NHS Constitution on GOV.UK.

From 1 July 2023 the way you make a complaint about primary care services to the commissioner is changing. By primary care services we mean GPs, dentists, opticians or pharmacy services.

There are two ways you can make a complaint: ·

- You can make a complaint about the service you received at our practice directly to us. To do this please contact reception who will be able to assist you with your complaint. ·
- You can complain to the commissioner of the service: this is the organisation that paid for the service or care you received.

After 1 July 2023 if you want to make a complaint about primary care services to the commissioner you will now contact the Black Country Integrated Care Board instead of NHS England.

You can do this by: Telephone: 0300 0120 281 Email: bcicb.time2talk@nhs.net
Writing to us at: Time2Talk, NHS Black Country Integrated Care Board (ICB)
Civic Centre, St Peter's Square, Wolverhampton, WV1 1SH If you want to make
a complaint directly to the provider of the primary care

Should you wish to discuss any part of this document with the Practice Manager,
please ask the receptionist to arrange this for you.

PRACTICE STAFF MEMBERS

CLINICAL TEAM

Dr S. Paramanathan. (Male) MBBS, LRCP, LRCS	General Practitioner
Dr A. Paramanathan (Male) MBBS; BSc (hons); MRCGP. Special interest	General Practitioner Minor Surgery; Joint injections.
Angela Goodwin	Practice Nurse RGN
Ms Terry Williams RGN	Advanced Nurse practitioner Independent prescriber
Gaynor Jennings Special interest	Health Care Assistant Asthma
Mrs. Suj Johal Mr Harry ogunnaike	Practice Pharmacist PCN Pharmacist

Administrative Team

Mrs. Bina Tah	Practice Manager
Mrs. Denise Harris	Receptionist
Ms Gemma Adams	Receptionist
Ms. Ellie Gutridge	Receptionist
Mrs Romina Doherty	Receptionist
Ms Beth coulter	Receptionist
Mrs Dawn Ball	Receptionist
Mrs. Sheela Malhan	Data Clerk
Mrs. Rachael Winwood	Data Clerk
Mrs. Corrine Cresswell	Secretary
Ms Lisa Cartwright	Finance officer

TEST RESULTS

Please call between 4pm and 6pm for your test results. It is your responsibility to obtain test results and investigations that you have had at the surgery. You will be asked to contact the surgery for your results by the clinician whom has asked for them to be done. Please allow the following amount of time before contacting us.

Routine bloods / Urine tests: 2 days

Stool samples: 5 days

X ray Results: 3 days

Cervical Smear Results: 14 days - You should be informed of your results by post from the NHS Cervical Screening Service

A&E /999

At any time, should you or someone experience severe chest pains, shortness of breath, loss of blood, loss of consciousness or use of limb, go to the nearest accident and emergency department or ring 999.

MOVING ADDRESS

Please let us know if you change address or telephone number, it is very important to let us know straight away.

INTERPRETING SERVICES

If you are registered deaf and require the services of an interpreter, please notify the reception staff that will be happy to arrange this for you.

If you require the services of an interpreter, as you are unable to speak English, please notify the reception staff that will happily arrange this for you.

REMOVING PATIENTS FROM THE PRACTICE LIST

We maintain the right to remove any patient from the practice list if we feel that we are unable to continue to provide medical care to a patient. However in such cases the patient will always be notified in writing and given a relevant number to contact in order for assistance in finding a new GP.

CONFIDENTIALITY

It is our aim to respect patient's dignity and privacy and to protect confidential information. We follow strict guidelines concerning release of information. Please see our privacy policy on our website www.coseleymedicalcentre.nhs.uk

DISTRICT NURSING

District Nursing services are available for individuals with both long and short-term nursing needs. The community nursing team consists of:

District Nurses Community Staff Health care assistants

All of these professionals work together to provide skilled nursing care to individuals in the community. In addition to working alongside other local community healthcare professionals and those with secondary In addition to providing skilled nursing services, they offer and promote health care advice and education and the enjoyment of independence and optimum health. Although the community nursing team do not offer personal care they can assess and refer for the most appropriate care either in home or residential, respite or nursing homes. The community nursing services are available 24 hours per day, 7 days a week for patients in which require their services.

EMERGENCY CONTRACEPTION

If you require emergency contraception outside of surgery hours, you can assess them from any pharmacy displaying the poster.

COMMUNITY RESPONSE TEAM

CRT nurses offers ongoing support to patients who require regular contact with Hospitals and Primary care, due to complex health and social needs. They will coordinate your individual plan of care and will act as a point of contact for you.

HEALTH VISITING TEAM / MIDWIFERY TEAM

The midwifery team are available on a Thursday for expectant mothers to discuss all aspects of care during pregnancy, both at the surgery and at home. Postnatal care is undertaken at the surgery by appointment only.

Health visiting team offer an expert health and social care advice to parents and carers with children under the age of 5. They monitor child development.

Community Psychiatric Nurse CPN: -

We have an in house CPN on Tuesday Friday

First Contact practitioner

We have a FCP at the surgery Thursday afternoon; please book direct for any back; knee; shoulder pain or injury rather than to see GP.

CHAPARONE

If you require a chaperone for any consultation please inform the receptionist when booking the appointment or on arrival.

ZERO TOLERANCE

OUR PRACTICE OPERATES A ZERO TOLERANCE POLICY AND WILL IMMEDIATELY REMOVE ANY PATIENT FROM THE LIST WHO IS PHYSICALLY OR VERBALLY ABUSIVE TOWARD ANY MEMBER OF THE PRACTICE STAFF OR OTHER PATIENTS.

PATIENT INFORMATION

Age concern	01902 883847
Cruise bereavement Counseling	01902 420055

